TIONS AND INFORMATION TECHNOLOGY (DR SHAKEEL AHMAD) (a) Sir, presumably the question relates to provision of service telephone connection to ADCs and SDOs civil headquarters in North-East Region. This presumably is a policy matter of State Government who determines the nature of facilities required for improving communication system and consequently good governance.

(b) Does not arise in view of (a) above.

Performance of MTNL and BSNL

913. SHRI PYARELAL KHANDELWAL: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government had made any comparative study and assessment of the performance of MTNL, BSNL. *vis-a-vis* Reliance, Airtel, Hutch, etc.;

(b) if so, the details thereof:

(c) whether there is need for any study to ascertain as to why consumers are compelled to surrender the landline telephones; and

(d) the details of surrendered telephones in Delhi and Mumbai during the last three years?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) and (b) Yes, Sir TRAI is monitoring quality of service performance of all cellular operators on quarterly basis. The comparative statements of performance of all the ceilular service providers for quarter endiig March, 2004 are given in Statement-I (See below).

(c) As per the study conducted by MTNL and general feedback available in BSNL, the reasons for surrender of telephones are attributable to following reasons:

(i) Closure of office/company and other economic reasons including low business/reduction in manpower

(ii) Shifting of office/company/residence.

(iii) Surrender of multiple landline telephone connections due to better service as well as shifting to mobile telephones.

(iv) Default of payment of telephone bills.

(v) Perception of high monthly rental.

(vi) Some churning of telephones always takes place when other operators enter in the field.

(d) Number of telephones surrendered in MTNL during the last three years is given at Statement-I I.

Statement-I

Details QoS Parameters for Cellular Services as reported by CMSPs for the quarter ending 31st March, 2004

		Fault incidence & Repair			Network Performance				Billing Complaints		
		(1)	(ii)	(iil)	(i)	(ii)	*(iii)*	(IV)	(i)	(ii)	*(iii)*
no	Operators with Circles	NO- of faults (per 100 subscribe	Faults cleared with 24 hrs	stimulated down ti community isolatic	Call Success Rat (within Hcencees ov	Service Access De	Call Drop Rate	% of connection w good voice zualit	omplairts per 100 issued	of complaints resc within 4 weeks	Period of all refum inert due to Custt from the date of resolution complaints as in
s										as	
					BenchiT	arks					
		<1	100%	<24hrs	>99%	9to20sec	<3%	<95%	<,1%	100%	<4weeks
(1)	'A'Clrecle										
1.	BPL.MH	1.72%	59.00%	53.42 Hrs	99.92%	5 Sec	1.45%	98.25%	0.10%	100.00%	28 Days
2.	IDEACellular.MH	0.00%	100.00%	05.43 Hrs	96/59%	13.58 Sec	1.22%	98.54%	0.07%	100.00%	30 Days
3.	BSNL.MH	1.63%	31.00%	50 Hrs	68.10%	2.37 Sec	1.43%	NA	2.00%	95.00%	28 Days
4.	Bharti Cellular. MH&Goa	0.60%	100,00%	22.34 Hrs	99.17%	9.43 Sec	1.09%	95.85%	0.43%	100.00%	28 Days
5.	FasceJ-Huteri GJ	0.00%	100.00%	74.45 Hrs	99.99%	14.54 Sec	1.40%	96.70%	0.00%	100.00%	25 Days
6.	IDEA Cellular. GJ	0.00%	100.00%	3.45 Hrs	99,00%	13.96 Sec	1.14%	97.90%	0.06%	100.00%	28 Days
7.	BSNL. 6J	1.50%	99.06%	NIL	99.01%	2.08 Sec	1.18%	NA	0.02%	100.00%	14 Days
8.	Bharti Cellular, GJ	0.01%	100.00%	18.62 Hrs	99.23%	18.53 Sec	1.09%	96.95%	0.04%	100.00%	14 Days
9.	IDEA CeHular, AP	0.00%	100.00%	15.18 Hrs	99.97%	9.52 Sec	1.80%	96.45%	0.08%	100.00%	2 Days
10.	Bharti Mobile, AP	0.05%	100.00%	11 Hrs	99.01%	15.77 Sec	1.21%	98.45%	0.07%	100.00%	30 Days
11.	BSNUAP	0.10%	94.91%	0	9800%	6 Sec	1.76%	98.00%	0.08%	83.00%	26 Days
12.	Hutchison Esaar.AP	1.00%	95.00%	24 Hrs	90.68%	5 Sec	1.17%	94.00%	0.04%	100.00%	28 Days
13.	Bharti Mobile, KTK	0.04%	100.00%	10.53 Hrs	9606%	lOSec	1.80%	95.60%	0.02%	100.00%	28 Days
14.	Soke Comm., KTK	0.20%	100.00%	4.01 Hrs	99.60%	9 Sec	1.32%	98.30%	0.10%	100.00%	14 Days

15.	BSNL, KTK	060%	100	7Hrs	86.84	9 Sec	1.24%	96.00%	1.00%	100.00	14 Days
16.	Hutchison Essar.	0.05	99	82	97.50	3.48 Sec	1.10%	98.22	0 15%	100.00	2 Days
17.	BPL Cellular. TN	0.16	100.00	20.24	99.10	9.23 Sec	1.27	99.24	0.10%	100.00	28 Days
18.	Airtel. TN	0.01	100.00	12.02	99.08	14.52	1.72%	95.70	0.10%	100.00	45 Days
19.	BSNL. TN	1.60%	97.05	Nil	87.52	10.47	1.17%	97.80	1.24%	100.00	14 Days
20.	Bharti Cellular. TN	0	100.00	21 Hrs	99.06	15.62	1.32%	97.69	0.08%	100.00	4 Days
(II	B' Circle										
21.	Escotel Mobile. KR	0	100.00	1.14	99.94	14 Sec	1.30%	97.50%	0.12%	100.00	28 Days
22.	BPL Cellular. KR	0.00	100.00	6.13	99.07	8.89 Sec	1.16	100.00	0.00%	100.00	28 Days
23.	BSNL. KR	1.80%	94.00	99.36	87.21	17.28	1.54	87.00%	NA	85.00%	30 Days
24.	Bharti Cellular. KR	0.12	100.00	18 Hrs	99.01	18.26	1.78%	99.30	0.10%	100.00	4 Days
25	Spice Comm.. PB	0.25	98.60	0	98.50	7 Sec	1.25%	97.50	0.02%	100.00	1 Dav
26.	Bharti Mobile. PB	0	100	4.1	99.20	10Sec	1.50%	99.60%	0.07%	100.00	1 Dav
27.	BSNL. PB	0	95	545	98.00	4.8 Sec	0.67	91.00	2.69%	95.42%	98 Days
28.	Escotel-Mobile. HR	0	100	14.15	99.72	15 Sec	1.31%	99.11%	0.05%	100.00	28 Days
29.	Airtel Digilink. HR	0.02	99	29.26	99.72	8.7 Sec	1.83%	99.80	0.26%	78.00%	8 Days
30.	BSNL. HR	0.60	99.63	17 Hrs	95.20	5.6 Sec	2.86	97.25	0.19%	100.00	21 Days
31.	Bharti Cellular. HR	0.08	100.00	4.2 Hrs	99.30	9 Sec	1.60%	99.70%	0.07%	100.00	1 Dav
32.	Escotel Mobile.	0.10	100.00	11.23	99.50	12 7 Sec	1.27	95.95	0.29%	100.00	28 Days
33.	BSNL. UP(W)	1.00%	85.00	NA	100.00	17 38	2.69	98.50%	0.24%	100.00	NA
34.	Bharti Cellular.	0	100	18.4	99.42	12Sec	1.84%	96.40%	0.09%	100.00	28 Days
35.	Airtel Digilink.	—	—	—	—	—	—	—	—	—	—
36.	BSNL. UP(E)	0.60	99.17	3 Hrs	96.00	4Sec	237%	94.00%	0.08%	100.00	NA
37.	Airtel Digilink. RJ	0.01	52.00	89.3	100.00	8.7 Sec	1.76%	97.53%	.07%	100.00	16 Days
38.	Hexacom. RJ	1.09%	67.52	87.4	98.10	6 Sec	1.45%	92.02%	0.03%	100.00	1 Dav
39.	BSNL. RJ	0.60	92.35	8.86	98.51	5.38 Sec	1.65%	93.37%	0.65%	92.92%	28 Days
40.	IDEA Cellular. MP	0.20	98.50	43.2	99.07	12.32	1.13%	97.95%	0.85%	100.00	28 Days
41.	Reliance. MP	0.01	100.00	17.36	100.00	8.73 Sec	2.75	96.96%	0.04%	100.00	1 Dav
.42	BSNL. MP	1.20%	96.48	NA	94.41	2.59 Sec	1.29%	99.00%	0.06%	100.00	28 Days
43.	Bharti Cellular. MP	0.00	100.00	5 Hrs	99.91	13.44	0.83	99.03%	0.09%	100.00	14 Days
44.	Reliance. WB	0.01	100	21.42	99.00	9.26 Sec	266%	97.92%	0.00%	NA	NA
45.	BSNL. WB	0.90	100.00	Nil	99.15	5.66 Sec	2.73	98.65%	0.00%	100.00	Nil
(Ill	'C Circle										
46.	Bharti Telenet. HP	0.06	100.00	4.4	99.04	10 Sec	1.65%	99 80%	0.06%	100.00	1 Dav
47.	Reliance, HP	0.12	100.00	21 15	100	7.55 Sec	1.96	99.09	0.00%	100.00	10 Days

S.No	Operators with Circtes	Fault incidence & Repair			Network Performance				Billing Complaints		
		(i)	(ii)	(iii)	(i)	(ii)	(iii)	(iv)	(i)	(ii)	(iii)
		No. of fauhs (per 100 subscribers)	Faults cleared within 24 hrs	Accoumulaled down tune of community isolation	Cell Success Rate (within licencees own	Service Access Delay	Call Drop Rate	% of connection with good voice quality	Complaints per 100 bitJs issued	% of complaints resolved within 4 weeks	Period of all refunds/payment due to Customers from the date of resolution of complaints as in (ii) above
						Benchmar k	i				
		<1	100%	<24hrs	>99%	to 20 sec	<3%	<95%	<,1	100%	<4weeks
48	BSNL. HP	1.10%	77.58%	Nil	85,85%	6.1 Sec	3.24%	91.40%	0,19%	100.00%	Nil
49.	Reliance, BR	0.02%	100.00%	5374 Mrs	99.00%	8,64 Sec	2.02%	9567%	0,00%	100.00%	7 Days
50.	BSNL, BR	0.06%	85.30%	9 Hrs	97.27%	7.27 Sec	1.40%	9295%	0.09%	99.90%	28 Days
51	Retisnce, ORISA	0.14%	100.00%	11.10 HfS	99.72%	8.44 Sec	2.27%	97.20%	0,00%	100.00%	NA
52.	BSNL, OR	0.36%	89.96%	00.87 Hrs	8225%	7Sec	2.47%	96.00%	0,70%	100.00%	Nil
53.	Reliance, AS	0.00%	100.00%	Nil	99.00%	9.86 Sec	2.08%	96.85%	0.08%	100.00%	NA
54.	BSNLJ&K	0.70%	NA	16 Hrs	48.00%	16 Sec	2,30%	96.00%	0.12%	100.00%	NA
55.	Reliance, NE	0.00%	10UOO%	0	99,00%	9.50 Sec	1.33%	99.02%	0,02%	100.00%	2 Days
(*v	Metro										
56	Share Cellular, Delhi	034	100.00%	0	99.32%	12 Sec	1.87%	96.13%	0.10%	100.00%	26 Days
57.	Hutchison Easar, Delhi	1.00%	100,00%	0	99,98%	10Sec	1.38%	9525%	0.03%	100.00%	28 Days
58.	MTNL, Delhi	0,18%	98,00%	0	98.20%	13 Sec	1.01%	9900%	0.10%	100.00%	28 Days
59.	IDEA Cellular, Delhi	0.15%	98.77%	0	99.98%	7Sec	1,30%	97,06%	0.20%	100.00%	30 Days
60	BPL Mobile, Mumbai	0.32%	100.00%	4 03 Hrs	94.82%	16.5 Sec	1.64%	98.80%	0,10%	10000%	40 Days
61.	Hutchison Max Mumbai	0.32%	100.00%	24 Hrs	100,00%	10 Sec	1.56%	9685%	0.00%	100.00%	28 Days

62.	MTNL, Mumbai	0.01%	100.00%	0	98 50%	11.66 Sec	16.2%	97 33%	0.01%	99 33%	42 Days
63	Bharti Cellular. Mumbai	0 40%	100 00%	0	99 10%	9Sec	1 48%	97 00%	0.08%	100 00%	25 Days
64	Aircel Cellular Ltd. Chenna	0	100 00%	34 Hrs	100 00%	14.5 Sec	1 44%	95 10%	0.40%	100 00%	28 Days
65.	Bharti Mobinet, Chennai	006%	99.00%	0	99 50%	11.2 Sec	0 89%	96 28%	0 10%	100 00%	4 Days
66.	Hutchison, Chennai	100%	100 00%	0	100 00%	9. 2 Sec	073%	98 60%	3 70%	92 00%	30 Days
67	Bharti Mobinet, Kolkata	046%	100.00%	0	99 66%	15 Sec	1 59%	97.13%	0 10%	100 00%	28 Days
68.	Hutchison. Kolkata	002%	100.00%	8.98 Hrs	99 75%	17 Sec	097%	96 36%	0 10%	100 00%	28 Days
69.	BSNL, Kolkata	4.60%	86.63%	0	9844%	7Sec	1 56%	98 36%	050%	100 00%	Nil
70.	BSNL. Chennai	0 52%	100 00%	Nil	98 61%	12.20 Sec	0 54%	100 00%	0.77%	98.00%	14 Days

NA = Not Available

Statement-ll

Number of telephones surrendered in MTNL during the last 3 *years are as under:*

Year	Telephone surrendered	
	Delhi	Mumbai
2001-02	41,140	1,02,402
2002-03	46,218	1,04,387
2003-04	1,90,592	1,86,650

Charges of money orders

914. SHRI S.M. LALJAN BASHA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that the postal department charges exhorbitant rates for money orders;

(b) if so, whether it is a fact that the money order charges are usually higher than the cost of demand draft from banks;

(c) what are the reasons for the post office charging un-competitive rates for money orders;

(d) whether any steps would be taken to reduce such charges; and

(e) the details of other steps Government propose to initiate to help those people who do not have any access to banks?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) No, Sir. As per 2003-04 (Projection) the cost of the service is Rs. 53.80 whereas its average revenue is Rs. 25.35 per unit. Thus, the service is estimated to have been in deficit to the tune Rs. 331.47 crores during the financial year 2003-04.